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ABSTRACT

In spring 1987, a study was conducted at William Rainey Harper College (WRHC) to assess the satisfaction of minority students with campus life and to gather selected demographic and performance data. Random samples of 100 Asian, 100 Black, 100 Hispanic, and 100 White students were surveyed by mail or, if there was no response to the mail survey, by telephone. Study findings, based on response rates of 29% for the Hispanic students, 35% for the Black students, 47% for the Asian students, and 61% for the White students, included the following: (1) in general, there was little difference between the satisfaction and participation rates of minority and White students; (2) Whites were slightly more certain of their career choice than minorities; (3) 75% of all students indicated that they would choose WRHC again if they were to start their college education over; (4) minority students gave WRHC more positive ratings as a comfortable place to study, a good resource for personal counseling needs, and a college that offers a wide variety of programs than White students; (5) minority students were more likely to use tutoring services, participate in WRHC's career exploration program, or attend orientation than White students; (6) Black students were the group most likely to live outside of the college district; and (7) the overall cumulative grade point average was lower for Blacks (1.62) and Hispanics (1.79) than for Whites (2.57) or Asians (2.99). Detailed study findings and the survey instruments are appended. (EJV)

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SURVEY OF SATISFACTION OF MINORITY STUDENTS AT HARPER COLLEGE

Volume XVI, Number 11

April 15, 1988

John A. Lucas, Director
Office of Planning and Research

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ABSTRACT

The purpose of this study was to serve as part of a larger effort to assess the overall environment for minorities on the Harper campus. This particular study examined the satisfaction of minorities with campus life and analyzed certain demographic and performance data. After extensive follow-up efforts including multiple mailings, phone prodding and a shortened phone survey, response rates varied from 29 percent for Hispanics, 35 percent for blacks and 47 percent for Asians to 61 percent for whites.

Results of the study showed that in general, there was little difference between satisfaction and participation rates at Harper of responding minority students compared to responding white students. Thus in terms of the respondents, there was little evidence that minorities experienced life at Harper any differently than did whites. Blacks were much more likely to live out of the district than were other minority groups and whites. An analysis of the response data showed minorities were much more likely to move during the semester and much less likely to be at home. This lower home stability could account for higher failure and withdrawal rates among minorities.

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Purpose

The purpose of this study was to serve as part of a larger effort to assess the overall environment for minorities on the Harper campus. This particular study examined the satisfaction of minorities with campus life as compared to white students. The study also analyzed certain demographic and performance data. The Vice President of Student Affairs requested this study.

Population Surveyed

Random samples of the following groups were gathered among students registered in the spring of 1987. These samples consisted of 100 Asians, 100 blacks, 100 Hispanic and 100 white students. After appropriate follow-up procedures were completed, the following response rates were achieved.

RESPONSE PATTERNS AND REASONS FOR NON RESPONSES BY ETHNIC GROUPS

	Asians N		Black N		Hispanics N		Whites N	
Responded to mail survey	32		21		19		50	
Responded by telephone	15		14		10		11	
Total Responses	47		35		29		61	
Non Responses	53		65		71		39	
Total Sample	100		100		100		100	
Reasons for Non Responses								
Refused to answer	1		4		7		10	
Mail returned non-forwardable	2	19	10	29	14	27	2	7
Phone disconnected	7		15		4		2	
Moved away	10		4		9		3	
No one in household spoke English	5		0		3		0	
Wrong phone number on student file - couldn't find number by any other means	7		8		9		4	
Unlisted phone number	4		3		3		1	
Couldn't find student at home after many attempts	16		19		22		11	
Said they were not student or were C.E. student and didn't feel it was appropriate to answer survey	1		2		0		6	

The mail response rates were very low, especially for the ethnic groups, so a shortened version of the survey was conducted over the telephone. However, even with the added telephone survey, the response rate was still low, especially for the minority groups (47%, 35% and 29%). The question raised by the low response rates is: would it bias the results? In looking at the reason for non-responses, it appears that minority groups are much more likely to move during the semester or not be at home as compared to whites. Since moving or not being home would not be a result of their experience at Harper it is unlikely that satisfaction measures would be effected. Another way to examine bias is to see if the responses to the mail survey were any different than the later phone responses. The next two tables make this comparison and show there is no drop in satisfaction from the mail surveys to the phone surveys. This would indicate that biases produced by low response rates would be minimal in this particular case.

		COMPARISON OF MAIL AND ASIAN	
CERTAINTY OF CAREER CHOICE	Certainty Index	Mail PCT	Phone PCT
Very certain	4	32.3	26.7
Certain	3	19.3	26.6
Fairly certain	2	29.0	20.0
Have a vague idea	1	6.5	0
Uncertain	0	12.9	26.7
NUMBER OF RESPONSES		31	15
AVERAGE CERTAINTY INDEX		2.52	2.27
LIKELIHOOD OF COMING TO HARPER IF THEY WERE TO START COLLEGE AGAIN	Likelihood Index		
Definitely	+2	19.3	33.3
Probably	+1	48.4	46.7
Unsure	0	22.6	20.0
Probably would not	-1	3.2	0
Definitely not	-2	6.5	0
NUMBER OF RESPONSES		31	15
AVERAGE LIKELIHOOD INDEX		+.71	+1.13
AVAILABILITY OF FINANCIAL AID	Availability Index		
Definite strength	+2	8.0	20.0
More strength than weakness	+1	24.0	40.0
Neither strength nor weakness	0	60.0	40.0
More weakness than strength	-1	0	0
Definite weakness	-2	8.0	0
NUMBER OF RESPONSES		25	5
AVERAGE AVAILABILITY INDEX		+.24	+.80
SATISFACTION WITH GRADES AT HARPER	Satisfaction Index		
Very satisfied	+2	32.3	40.0
Satisfied	+1	38.7	40.0
Neutral	0	19.3	0
Dissatisfied	-1	0	20.0
Very dissatisfied	-2	9.7	0
NUMBER OF RESPONSES		31	15
AVERAGE SATISFACTION INDEX		+.84	+1.00
WOULD RECOMMEND HARPER COLLEGE TO FRIENDS			
Yes		93.1	100
No		6.9	0
NUMBER OF RESPONSES		29	15
SPECIFIC COMMENTS MADE ABOUT HARPER		ALL MINORITIES Mail PCT	Phone P
Positive		50.0	62.5
Areas needing improvement		46.0	37.5
Neutral		4.0	0
NUMBER OF RESPONSES		124	40

PHONE RESPONSES BY ETHNIC GROUP

BLACK		HISPANIC		WHITE		TOTAL	
Mail PCT	Phone PCT	Mail PCT	Phone PCT	Mail PCT	Phone PCT	Mail PCT	Phone PCT
42.9	50.0	38.9	50.0	42.0	72.7	39.2	48.0
28.6	21.4	22.2	10.0	28.0	0	25.0	16.0
19.0	7.2	27.8	10.0	20.0	9.1	23.3	12.0
9.5	14.3	5.5	10.0	6.0	9.1	6.7	8.0
0	7.1	5.6	20.0	4.0	9.1	5.8	16.0
21	14	18	10	50	11	120	50
3.05	2.93	2.83	2.60	2.98	3.18	2.85	2.72
19.0	64.3	50.0	60.0	22.0	63.6	25.0	54.0
52.4	21.4	16.7	30.0	54.0	18.2	46.7	30.0
23.8	7.2	22.2	0	10.0	18.2	17.5	12.0
4.8	7.1	5.5	10.0	8.0	0	5.8	4.0
0	0	5.6	0	6.0	0	5.0	0
21	14	18	10	11	11	110	50
+.86	+1.43	+1.00	+1.40	+.78	+1.45	+.81	+1.34
0	60.0	23.1	25.0	13.3	50.0	11.3	37.5
33.3	20.0	7.7	50.0	16.7	50.0	20.0	37.5
58.4	20.0	53.8	25.0	63.3	0	60.0	25.0
8.3	0	7.7	0	3.4	0	3.7	0
0	0	7.7	0	3.3	0	5.0	0
12	5	13	4	30	2	80	16
+.25	+1.40	+.31	+1.00	+.33	+1.50	+.29	+1.13
30.0	42.9	5.6	30.0	29.8	40.0	26.7	38.8
45.0	42.8	66.6	40.0	36.2	50.0	43.1	42.9
20.0	7.1	16.7	10.0	21.2	10.0	19.8	6.1
0	7.2	5.5	20.0	4.3	0	2.6	2.2
5.0	0	5.6	0	8.5	0	7.8	0
20	14	18	10	47	10	116	49
+.95	+1.21	+.61	+.80	+.74	+1.30	+.78	+1.08
95.0	100	87.5	100	93.5	100	92.8	100
5.0	0	12.5	0	6.5	0	7.2	0
20	13	16	10	46	11	111	49

CT	WHITE		TOTAL	
	Mail PCT	Phone PCT	Mail PCT	Phone PCT
	65.3	72.7	57.5	64.7
	32.2	27.3	39.2	35.3
	2.5	0	3.3	0
	121	11	245	51

COMPARISON OF MAIL AND PH
AVERAGE

AGREEMENT WITH STATEMENTS	ASIAN Mail	Phone	
An easy place to make friends	+.48	+.53	+
Comfortable place to study	+.93	+1.33	+
Good resource for your personal counseling needs	+.37	+.33	+
Good resource for finding answers to your questions about academic majors or programs of study	+.61	+.80	+
A place where you can meet people similar to you	+.68	+.60	+
The right choice for you	+.81	+.73	+
A place with a friendly helpful faculty and staff	+1.23	+.64	+
A college that offers a wide variety of academic programs which meet your needs	+.90	+.80	+
All statements	+.75	+.72	+
NUMBER OF RESPONSES	31	15	

*Index: +2 = strongly agre
+1 = agree
0 = no opinion

ONE RESPONSES BY ETHNIC GROUP
AGREEMENT INDEX*

BLACK		HISPANIC		WHITE		TOTAL	
Mail	Phone	Mail	Phone	Mail	Phone	Mail	Phone
.19	+ .43	+ .61	+1.20	+ .41	+ .91	+ .42	+ .72
.57	+1.07	+ .89	+1.40	+ .49	+1.00	+ .68	+1.20
.43	+ .71	+ .53	+ .60	+ .14	+ .64	+ .31	+ .56
.62	+ .64	+ .56	+1.10	+ .49	+ .73	+ .55	+ .80
.05	+ .71	+ .95	+ .40	+ .56	+1.00	+ .57	+ .68
.45	+1.36	+1.00	+1.10	+ .73	+1.27	+ .75	+1.10
1.11	+1.21	+1.17	+1.60	+1.04	+1.27	+1.12	+1.14
1.20	+1.29	+1.06	+1.30	+ .79	+ .73	+ .93	+1.02
.57	+ .93	+ .85	+1.09	+ .58	+ .94	+ .66	+ .90
21	14	19	10	49	11	119	50

e

-1 = disagree
-2 = strongly disagree

Methodology

The survey instrument shown in the appendix was developed by the Office of Planning and Research and the Vice President of Student Affairs. This survey instrument along with the cover letter was mailed to the target population. After three weeks, a second survey instrument was mailed to those not responding. After another three weeks, a probing telephone call was made to those who still had not responded. This telephone call reminded the recipients to fill out the survey, and if they had lost the survey, a third survey form was mailed to them. After initial analysis, it was decided to gather additional responses over the telephone using a shortened survey instrument also shown in the appendix. In addition, data was gathered on all groups on location of residence and performance in the classroom.

Discussion of Results

In general, there was little difference between the satisfaction and participation rates of minority students compared to white students. Whites (70% certain) were slightly more certain of their career choice than were minorities (60% certain). However, with regard to their likelihood of choosing Harper again if they were starting their college education over, the rating of the availability of financial aid, their satisfaction level at Harper and the likelihood of recommending Harper to friends, there was no difference between whites and minorities. The satisfaction level, in fact, was high for all the students responding to the survey. Some 75 percent of all the students said they would choose Harper again if they had to start over again. Also 73 percent of these students said they were either very satisfied or satisfied with Harper and 95 percent said they would recommend Harper to their friends.

Students were given eight statements about Harper and asked to indicate the extent to which they agreed with the statement (+2.0 strongly agreed to -2.0 strongly disagreed). On three of the statements minority students displayed stronger agreement than white students. These statements were:

It was a comfortable place to study - Minority +.97 vs. White +.58

A good resource for personal counseling needs - Minority +.47 vs. White +.23

A college that offers a wide variety of programs to meet your needs - Minority +1.06 vs. White +.78

On the other five statements there was equal agreement by minorities and whites. However, on one of these statements there was a big difference between responses of Hispanics and blacks. This statement was:

A place where you can meet people similar to you - Hispanic +.76 vs. Black +.32

Looking at all the students, two of the statements produced the strongest agreement:

A place with a friendly and helpful faculty - +1.13
Wide variety of academic programs - +.96

Two other statements produced the weakest agreement among all students:

An easy place to make friends - +.51
A good resource for personal counseling needs - +.38

In examining services used at the College, minorities were more likely than whites to use tutoring services (45% vs. 22%), to use "Discover", a micro-career exploration program, (8% vs. 2%) and to go through an orientation program (26% vs. 17%). Minorities and whites were equally likely to use the library, faculty office hours, academic advising services, study skills courses, career exploration courses, and pre-enrollment assessment. Minorities did rate faculty office hours as more beneficial than did whites. Minorities were slightly more likely to participate in non-classroom activities than whites (10% vs. 7%).

At the end of the survey instrument, students were invited to make any comments they wished about Harper College. Whites were more likely to give positive comments. Among the positive comments, whites were more apt to cite convenience, low tuition and a wide selection of courses while minorities were more likely to mention an excellent faculty. Looking at suggestions for improvement, whites were more likely to cite a lack of a wide variety of courses or counselors not caring while minorities were more likely to make comments about the library or many other miscellaneous items.

In looking at the residency status of minority students, blacks are more likely than the rest of the student body to live out of district. This may explain why blacks were less likely to comment on the convenience and low cost of Harper College. However, this does not explain why Asians and Hispanics were less likely to comment on convenience and low cost of Harper as they were no more likely than whites to live out of district.

In analyzing the reasons for not responding to the survey it was found that minorities are much more likely to move during the semester (25% vs. 7%) and are much less likely to be home (19% vs. 11%) than whites. One would suspect that this lower home stability for minorities would lead to greater attrition rates and lower performance in the classroom. It would also make it more difficult to implement intervention strategies to lower the attrition rates among minorities. In support of this hypothesis, actual performance data on these samples studied shows that for minorities 34 percent of the course attempts resulted in withdrawal or failure while for whites this was the

case for only 20 percent of course attempts. Overall cumulative GPA was lower for blacks (1.62) and Hispanics (1.79) than it was for whites (2.57) but Asians had a higher cumulative GPA (2.99).

Major Conclusions

In general, there was little difference between satisfaction and participation rates at Harper of responding minority students compared to responding white students. Thus in terms of the respondents, there was little evidence that minorities experienced life at Harper any differently than did whites. Blacks were much more likely to live out of district then were other minority groups and whites. An analysis of the response data showed minorities were much more likely to move during the semester and much less likely to be at home. This lower home stability could account for higher failure and withdrawal rates among minorities.

D E T A I L E D
R E S U L T S

ETHNIC CLASSIFICATION BY RESIDENCY
ALL STUDENTS ACTIVE IN LAST TWO YEARS

	IN DISTRICT		OUT OF DISTRICT		OUT OF STATE		TOTAL	
	N	PCT	N	PCT	N	PCT	N	PCT
Asians	2333	81.7	470	16.5	52	1.8	2855	3.8
Hispanics	2122	78.7	530	19.6	46	1.7	2698	3.5
Native American	139	69.5	59	29.5	2	1.0	200	.3
Blacks	613	53.9	506	44.5	18	1.6	1137	1.5
Whites	53,830	77.9	15,315	22.1	0	0	69,145	90.9
TOTAL	59,037	77.6	16,880	22.2	118	.2	76,035	100

PERFORMANCE AT HARPER BY ETHNIC GROUPINGS OF STUDENTS

	ASIAN	BLACK	HISPANIC	WHITES
CUMULATIVE GPA Number who have established GPA	51	84	41	76
Average GPA	2.99	1.62	1.79	2.57
CUMULATIVE HOURS EARNED Number who have earned some credit hours	67	72	35	71
Average hours earned	10.7	10.6	7.8	19.2
NUMBER OF GRADES	640	704	396	828
PCT F's	12.2	20.3	16.7	9.4
PCT W's	17.0	20.5	13.1	10.9
PCT W's & F's	29.2	40.8	29.8	20.3

SURVEY OF STUDENT SATISF
ETHNIC GROU

CERTAINTY OF CAREER CHOICE	CERTAINTY INDEX	ASIAN N	PCT	N
Very certain	4	14	30.4	16
Certain	3	10	21.7	9
Fairly certain	2	12	26.1	5
Have a vague idea	1	2	4.4	4
Uncertain	0	8	17.4	1
TOTAL		46	100	35
AVERAGE CERTAINTY INDEX		2.43		

LIKELIHOOD OF COMING TO HARPER IF THEY WERE TO START COLLEGE AGAIN	LIKELIHOOD INDEX			
Definitely	+2	11	23.9	13
Probably	+1	22	47.8	14
Unsure	0	10	21.7	6
Probably would not	-1	1	2.2	2
Definitely would not	-2	2	4.4	0
TOTAL		46	100	35
AVERAGE LIKELIHOOD INDEX		+.85		+

AVAILABILITY OF FINANCIAL AID	AVAILABILITY INDEX			
Definite strength	+2	3	10.0	3
More strength than weakness	+1	8	26.7	5
Neither strength nor weakness	0	17	56.6	8
More weakness than strength	-1	0	0	1
Definite weakness	-2	2	6.7	0
TOTAL		30	100	17
AVERAGE AVAILABILITY INDEX		+.33		

TACTION WITH HARPER COLLEGE
UPS OF STUDENTS

BLACK		HISPANIC		WHITE		TOTAL	
	PCT	N	PCT	N	PCT	N	PCT
	45.7	12	42.9	29	47.5	71	41.8
	25.7	5	17.9	14	23.0	38	22.3
	14.3	6	21.4	11	18.0	34	20.0
	11.4	2	7.1	4	6.6	12	7.1
	2.9	3	10.7	3	4.9	15	8.8
	100	28	100	61	100	170	100
3.00		2.75		3.02		2.81	
	37.2	15	53.6	18	29.5	57	33.5
	40.0	6	21.4	29	47.5	71	41.8
	17.1	4	14.3	7	11.5	27	15.9
	5.7	2	7.1	4	6.6	9	5.3
	0	1	3.6	3	4.9	6	3.5
	100	28	100	61	100	170	100
1.09		+1.14		+.90		+.96	
	17.6	4	23.5	5	15.6	15	15.6
	29.4	3	17.6	6	18.8	22	22.9
	47.1	8	47.1	19	59.4	52	54.2
	5.9	1	5.9	1	3.1	3	3.1
	0	1	5.9	1	3.1	4	4.2
	100	17	100	32	100	96	100
.59		+.47		+.41		+.43	

SURVEY OF STUDENT SATISF
ETHNIC GRO

SATISFACTION WITH GRADES AT HARPER	SATISFACTION INDEX	ASIAN N	ASIAN PCT
Very satisfied	+2	16	34.8
Satisfied	+1	18	39.1
Neutral	0	6	13.1
Dissatisfied	-1	3	6.5
Very dissatisfied	-2	3	6.5
TOTAL		46	100
AVERAGE SATISFACTION INDEX		+.89	

AGREEMENT WITH STATEMENTS	N	AVERAGE AGREEMENT INDEX*
An easy place to make friends	46	+.50
Confortable place to study	45	+1.06
Good resource for your personal counseling needs	45	+.36
Good resource for finding answers to your questions about academic majors or programs of study	46	+.67
A place where you can meet people similar to you	46	+.65
A right choice for you	46	+.78
A place with a friendly helpful faculty and staff	45	+1.04
A college that offers a wide variety of academic programs which meet your needs	46	+.87

*Index: +2 = strongly agree
+1 = agree
0 = no opinion

ACTION WITH HARPER COLLEGE
UPS OF STUDENTS

BLACK		HISPANIC		WHITE		TOTAL	
N	PCT	N	PCT	N	PCT	N	PCT
12	35.3	4	14.3	18	31.6	50	30.3
15	44.1	16	57.1	22	38.6	71	43.0
5	14.7	4	14.3	11	19.3	26	15.8
1	3.0	3	10.7	2	3.5	9	5.4
1	2.9	1	3.6	4	7.0	9	5.5
34	100	28	100	57	100	165	100
	+1.06		+.68		+.84		+.87

N	AVERAGE AGREE-MENT INDEX*	N	AVERAGE AGREE-MENT INDEX*	N	AVERAGE AGREE-MENT INDEX*	N	AVERAGE AGREE-MENT INDEX*
35	+.29	28	+.82	60	+.50	169	+.51
35	+.77	29	+1.07	60	+.58	169	+.83
35	+.54	29	+.55	60	+.23	169	+.38
35	+.63	28	+.75	60	+.53	169	+.62
34	+.32	29	+.76	59	+.64	168	+.60
34	+.83	29	+1.03	59	+.83	168	+.85
33	+1.15	28	+1.32	59	+1.08	165	+1.13
34	+1.24	28	+1.15	59	+.78	167	+.96

1 = disagree
2 = strongly disagree

SURVEY OF STUDENT SATISFACT
ETHNIC GROUPS

USE AND RATING OF ACADEMIC SUPPORT SERVICES	ASIAN N	ASIAN FREQUENCY OF USE INDEX*	ASIAN N	ASIAN BENEFICIAL INDEX**	BLACK N	BLACK FREQUENCY OF USE INDEX*	BLACK N	BLACK BENEFICIAL INDEX**
Tutoring services	25	.56	10	2.30	19	.53	9	1.89
Library	27	.74	18	2.22	18	.67	9	2.22
Faculty office hours	26	.54	14	2.79	17	.53	7	2.71
Academic advising (Other than at registration)	27	.19	6	2.33	18	.39	5	2.20

* Frequency Index: 2 = at least once per week
1 = several times during seme
0 = never

COURSE OR SERVICE	N	PCT WHO ENROLLED OR USED SERVICE	N	BENEFICIAL INDEX**	N	PCT WHO ENROLLED OR USED SERVICE	N	BENEFICIAL INDEX**
Study skills - PSY 106	28	3.6	1	2.00	19	15.8	3	2.00
Career exploration course/workshop	28	14.3	4	1.50	19	0	0	--
Career advising/student development staff	28	10.7	2	2.00	19	5.3	1	3.00
Career exploration - Discover or Micro	28	3.6	1	2.00	19	10.5	2	1.00
Orientation program	28	21.4	3	1.67	19	26.3	4	1.75
Pre-enrollment assessment	28	28.6	7	2.14	19	36.8	6	1.83

** Beneficial Index: 3 = very beneficial
2 = beneficial
1 = of some help
0 = of no help

ION WITH HARPER COLLEGE
OF STUDENTS

HISPANIC				WHITE				TOTAL			
N	FREQUENCY OF USE INDEX**	N	BENEFICIAL INDEX***	N	FREQUENCY OF USE INDEX**	N	BENEFICIAL INDEX***	N	FREQUENCY OF USE INDEX**	N	BENEFICIAL INDEX***
18	.56	8	2.38	46	.26	10	2.30	108	.43	37	2.22
18	.72	9	2.11	47	.81	29	1.97	110	.76	65	2.09
18	.28	5	1.67	46	.39	16	2.00	107	.43	40	2.38
18	.50	6	1.67	46	.37	15	1.93	109	.35	32	2.00

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** Beneficial Index: 3 = very beneficial
2 = beneficial
1 = of some help
0 = of no help

	PCT WHO ENROLLED OR USED SERVICE		BENEFICIAL INDEX**		PCT WHO ENROLLED OR USED SERVICE		BENEFICIAL INDEX**		PCT WHO ENROLLED OR USED SERVICE		BENEFICIAL INDEX**
N		N		N		N		N		N	
19	22.2	1	1.00	48	10.4	4	2.00	113	11.5	9	1.89
17	5.9	1	2.00	47	10.6	5	2.40	111	9.0	10	2.00
17	23.5	3	.67	48	12.5	6	2.67	112	12.5	12	2.08
17	11.8	1	1.00	48	2.1	1	0	112	5.4	5	1.00
16	31.3	3	1.33	48	16.7	6	2.17	111	21.6	16	1.81
16	37.5	3	1.33	48	27.1	10	1.90	111	30.6	26	1.85

SURVEY OF STUDENT SATISFACTION WITH

ETHNIC GROUPS OF STUDEN

NON CLASSROOM ACTIVITIES PARTICIPATED IN	ASIAN N	ASIAN FREQUENCY OF PARTICIPATION INDEX*	ASIAN N	ASIAN SATISFACTION INDEX**	BLACK N	BLACK FREQUENCY OF PARTICIPATION INDEX*	BLACK N	BLACK SATI FACT INDE
College clubs or organization	27	.04	1	+2.00	20	.10	1	+1
Activity events, concerts, etc.	27	.19	5	+1.00	20	.15	3	+1
Informal hours in Student Center	27	.15	3	+1.33	20	.25	3	+1
Intramural sports or use of building M	27	.15	3	+1.00	20	.15	2	+1
Intercollegiate activities	27	.04	1	+1.00	20	.05	1	+1

* Frequency of Participation Index: 2 = At least once per wee
1 = Several times during
0 = never

WOULD RECOMMEND HARPER COLLEGE TO THEIR FRIENDS	ASIAN N	ASIAN PCT	BLACK N	BLACK PCT	HISPANIC N	HISPANIC PCT
Yes	42	95.5	32	97.0	24	92.3
No	2	4.5	1	3.0	2	7.7
TOTAL	44	100	33	100	26	100

HARPER COLLEGE

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	HISPANIC				WHITE				TOTAL			
S-ION XMM	N	FREQUENCY OF PARTICIPATION INDEXM	N	SATISFACTION INDEXMM	N	FREQUENCY OF PARTICIPATION INDEXM	N	SATISFACTION INDEXMM	N	FREQUENCY OF PARTICIPATION INDEXM	N	SATISFACTION INDEXMM
.00	14	0	0	--	47	.02	1	0	108	.04	3	+1.00
.67	14	.14	1	+2.00	47	.17	7	+.86	108	.17	16	+1.13
.67	14	.14	1	+1.00	46	.09	4	+.50	107	.14	11	+1.09
.50	14	.29	2	+2.00	47	.09	2	+1.50	108	.14	9	+1.44
.00	14	0	0	--	47	0	0	--	108	.02	2	+1.00

k
semester

MM Satisfaction Index: +2 = very satisfactory
+1 = satisfactory
0 = neutral
-1 = unsatisfactory

WHITE		TOTAL	
N	PCT	N	PCT
54	94.7	152	95.0
3	5.3	8	5.0
57	100	160	100

SUMMARY OF TOTAL COMMENTS MADE

	MINORITY STUDENTS		WHITE STUDENTS		TOTAL	
	N	PCT	N	PCT	N	PCT
Good comments	87	53.0	87	65.9	174	58.8
Areas needing improvement	72	43.9	42	31.8	114	38.5
Neutral comments	5	3.1	3	2.3	8	2.7
TOTAL	164	100	132	100	296	100

TYPES OF COMMENTS MADE
GOOD COMMENTS

SUBJECT AREA OF COMMENT	MINORITY STUDENTS		WHITE STUDENTS		TOTAL	
	N	PCT	N	PCT	N	PCT
Convenient location	13	14.9	21	24.1	34	19.5
Excellent faculty	23	26.4	11	12.6	34	19.5
Wide selection of courses/careers	9	10.4	16	18.4	25	14.4
Overall rating	10	11.5	9	10.3	19	10.9
Low tuition	5	5.8	12	13.8	17	9.8
Enjoyed or was able to take specific course	6	6.9	3	3.5	9	5.2
Other	21	24.1	15	17.3	36	20.7
TOTAL	87	100	87	100	174	100
AREAS NEEDED FOR IMPROVEMENT						
Parking too far away, especially in the winter	12	16.7	6	14.3	18	15.8
Poor/rude faculty	8	11.1	4	9.5	12	10.5
Need wider variety of courses	2	2.8	9	21.4	11	9.7
Counselors not caring or gave bad advice	2	2.8	5	11.9	7	6.1
LRC too crowded, too noisy/dirty	5	6.9	1	2.4	6	5.3
Other areas	43	59.7	17	40.5	60	52.6
TOTAL	72	100	42	100	114	100

WHAT DO YOU LIKE MOST ABOUT HARPER COLLEGE?

COMMENTS FROM WHITE POPULATION SURVEYED

-Wide variety of Science courses.
-It enabled me to take the classes I needed for teacher certification at a relatively low cost.
-Convenient, location is close to home.
-Services for adult students and part timers.
-Considerate treatment of older people returning to school.
-Can work and go to school full time and live at home.
-The amount of choice for careers.
-The quality of training I received was excellent, it may not have been so good for fellow students because the quality of teaching varied considerably among the instructors.
-They helped my parents with finances and have a great Horticulture program.
-Size of classes, course cost.
-Academic availability and price.
-Convenience and low cost for in-district or people who work in the district.
-Convenient, cost, and class offerings.
-Offer Material Management courses.
-I found a cost efficient, relatively close school to meet my needs - Day-Care for my child.
-It is close and you can take classes more seriously instead of going away to school and probably spend more time partying.
-The teaching.
-It is closest to home - location - inexpensive.
-Its ability to teach on a similar level as state universities.
-Its course offerings for Continuing Education.
-That I could go to my classes, then go to my job at night. It is close too.
-Met interesting people and chose my career.
-The class hours I got were ones I chose.
-Easy to find classes.
-It has the courses I need to become a land surveyor and is very close to home.
-The courses offered and convenient location.
-Flexibility - no restrictions or confinement into one single path of education. Gives broad and good general education.
-Close to home, easy to work and attend classes - unlike bigger or further away colleges or universities.
-Harper has a very comfortable atmosphere, the caliber of teachers is excellent and the social functions are very good.
-Harper has the program I wanted at the times I wanted.
-The course selection was good and Harper is close to home.
-Low tuition costs.
-Convenient location.
-I am an adult returning to school and the teachers made me feel welcome and confident.
-The Calculus teacher was the best I ever had. The library was excellent.

COMMENTS FROM HISPANIC POPULATION SURVEYED

-Everything
-If one's goal is that of serious study, one can most certainly achieve it at Harper. Unfortunately, not everyone there has the same idea.
-Location
-With my only class that I have ever taken at Harper, I found the teacher to be very friendly and accommodating about my missing a lot of classes because of my full time job. If all the teachers are as concerned about going out of their way to help students meet their needs, I feel Harper has an outstanding (and understanding) faculty.
-The grounds are well kept. There is a lot of space to park. The whole place has a nice atmosphere.
-Close to work and home - offers courses I am interested in.
-Meet new people - the faculty was very friendly.
-Everyone was very helpful in Admissions and in the Financial Aid Office. Teachers were very good also. I learned a lot.
-Practice writing - Reading - easy to get to.
-Harper offers a good variety of night classes.
-Low tuition costs and basic courses are available to further studies.
-Close to home.
-Small class size so everyone can participate and very nice teachers.
-The teachers are very knowledgeable.
-I like the teachers and the courses Harper College has to offer.

COMMENTS FROM BLACK POPULATION SURVEYED

-The convenient location from my current address.
-Friendly teachers.
-Various educational programs.
-Harper College provides excellent academic opportunities for transfer students.
-Exercise programs
-Instructor for Voice III class last semester.
-It offers a wide range of academic areas to study. I was very impressed with the quality of the faculty.
-The tuition is reasonable and it offers a wide variety of majors.
-Helpful instructors, class sizes, and location.
-Academic excellence, close to home. Instructor's willingness to accommodate student academic needs. Adequate data processing lab facilities.
-Professional
-The fact that there is always someone there to help with whatever question or problems you may have.
-Close to home.
-The friendly atmosphere.
-Faculty and staff very helpful.

-The school is very quiet.
-The teachers in the Nursing Program will deal with problems on an individual basis, which gives you high self esteem.
-The low tuition and variety of programs.
-Harper College reminded me of a four year college. I felt everything was very well put together.
-Harper was like a university and close to home.
-Very nice teachers.
-Location, rates and good course selection.
-Workshops

COMMENTS FROM ASIAN POPULATION SURVEYED

-Check tuition.
-The faculty is very nice, the place is kept in good condition - very clean.
-It is a beautiful campus.
-Near home.
-Faculty and staff.
-The students and faculty were friendly and helpful. Good variety of courses.
-The courses offered are very good.

WHAT WOULD YOU LIKE TO SEE IMPROVED OR CHANGED ABOUT HARPER COLLEGE?

COMMENTS FROM WHITE POPULATION SURVEYED

-Some of the course I found interesting are only offered during the daytime when I work.
-Would like to see expansion of Continuing Education courses and Masters degree programs.
-Keep up the grounds better. Continue to beautify surroundings. Library system should change to Dewey Decimal System and absolutely no smoking.
-TV in TV room - get rid of a teacher in PSY - he couldn't care less about teaching or his students.
-Am quite satisfied with Harper as it is.
-I would like to see it all indoors. Difficult in rain and winter to maneuver in a wheel chair.
-Have a good supply of books available at the beginning of a course and better facilities for computer classes.
-I am very dissatisfied with the program I was in. I received an AAS degree and I don't feel I learned much at all.
-Better counseling center with counselors that are interested in the students.
-More classes at the Northeast Center.
-More socially involved people.
-Nothing - not sure.
-Offerings at location closer to home.
-Quality of night time instructors - more study areas in every building.
-Auto Shop

-Parking
-More classes offered during summer.
-Expand Continuing Education courses - get more current.
-I had to find out about Governors State's BOG program from other students. Counselors do not spread the word. They appear not to want to be bothered with doing their jobs.
-I would like to see Harper offer more classes in all the fields of study and also offer Veterinarian classes. I would like more night classes and counselors need to be current about four year colleges.
-Harper needs parking that is closer to the school.
-The boundaries need to be changed. There should be parking closer to the school. The buildings need to have enclosed walkways from one to another.

COMMENTS FROM HISPANIC POPULATION SURVEYED

-Classes should be made a little more difficult to pass to prepare students to face a tough four year school at time of transfer.
-Change faculty in Dental Hygiene program.
-Information on career - caring of some of the teachers.
-More police during traffic time.
-The career advising program needs major improvement.
-Parking lots are too distant to the College buildings.
-I like the changes on campus.
-I would like to see Harper have more job training.
-I would like more rock bands.
-I would like parking closer to the school.
-The books are too expensive and we only used half of them.
-I would like to see some dorms.

COMMENTS FROM BLACK POPULATION SURVEYED

-That some of your top representatives in the Math lab might be given professional counseling on their ethics towards certain people. They are very impersonal to minorities and insulting, resulting in my discontinuation of it and other classes because of disillusionment.
-Better application of material to real life.
-Harper College could improve/shorten the walking distance from the parking lots to each building.
-More tutoring of different courses offered and appointments with tutors extended to 9:00 pm on a one-to-one basis.
-More classes from the Interpreter Training Program offered in the city.
-Should have more committed instructors, especially in the Math section.
-Better parking arrangements.
-Support system for people that do not live in the area especially for the women. Financial assistance is very weak.
-Getting the textbooks on time instead of being available 2 to 3 weeks after the semester.
-Need to build dorms for students that are coming from out of

town or out of state.
-The fall semester schedule should offer more classes.
-Make parking stickers easier to remove.
-I would like to see more off campus locations.
-Need improved parking.
-More classes at the Northeast Center.
-I was very dissatisfied because I had to come back for four months and retake a class because I flunked by one point.
-Need improved parking.

COMMENTS FROM ASIAN POPULATION SURVEYED

-Closer parking.
-Course schedules.
-Availability of faculty outside of class room hours. More activities to bring students together.
-I would like to see a place where we could study overnight.
-Extend time allowed to drop classes to two weeks before finals.
-Closer parking and more parking space for students - more teaching aids such as films and course handouts.
-I hope Harper College will give more scholarships, grants, and financial aid to all students who need them.
-Too many students per class.
-Extra help.
-The parking - the school does not create an environment where you can make friends with other students.
-What I would like to see changed most is the school ID. I think all the students should carry a photo ID instead of the plain card. This way it won't get lost as easily.
-Too crowded.
-The library is too small and too much noise.
-Absenteeism with a valid reason should be taken into consideration.
-Parking needs to be improved.
-Teachers that are teaching English as a Second Language need great improvement.
-Need more motivated teachers.

MAKE ANY OTHER COMMENTS YOU WOULD LIKE TO MAKE ABOUT HARPER COLLEGE

COMMENTS FROM WHITE POPULATION SURVEYED

-I think the French classes should go to a higher level. I would be interested in one concerning business.
-Harper is very convenient to those of us in the northwestern suburbs. There are many, like myself, who have four year bachelor degrees but find it inconvenient to drive downtown to continue our education. This could be a prime market for Harper in terms of reciprocal agreements with other colleges for offering Master's Degree courses.
-Harper College is a fine college. For the future, it would be beneficial to have some sort of campus housing. Getting to

school is sometimes a problem. Everyone does not have a car.
-Overall, Harper was a very good experience.
-Harper is a good Junior College. It seems to have a wide variety of academic programs. I have recommended the College to my staff and to my friends. As a manager taking one course a semester at night, I find the instructors on the average, excellent. My studies are helping me remain "on the cutting edge" in my career.
-I honestly do not feel that a lot of the instructors that I dealt with are qualified to be teaching. The Fashion Department has really gone downhill. If I hadn't received on-the-job training I can honestly say I would not be comfortable going out looking for a job with my AAS degree. I don't feel I learned enough in class. I graduated with a B+ average and I did not work for it.
-Needs to do a better marketing job to get better student enrollment. Even though it is too late now, the parking facility is terrible. It is set up for a California school - not a school in a state with brutal winters.
-Very much benefited from Women's Center development course.
-I think that the classes listed in the guidebook should be offered. When I wanted to register, there were so few classes offered in the early childhood section I did not have much of a choice.
-Would be nice if northern end of Streamwood between Barrington and Bartlett Roads and just across the street from Hoffman Estates, on Bode Road were included in Harper's district. We are cut off from other end of Streamwood and usually (or always) shop in Schaumburg or Hoffman Estates.
-I have found a few of my teachers not very strong in lesson planning and relating to students. I feel some of them have looked at teaching as a supplementary income and not worried about the quality of their teaching.
-It seems that most beginning PC courses are either at Northeast Campus or Barrington. It would be nice to have them at Harper. Some of your staff should be more knowledgeable about course content. I wanted a beginning computer course and your staff recommended I enroll in Basic, which as you know, is a computer language programming course. There were about 10 of us that were misguided into this class. The instructor was made aware of this error. Some of us hung in for a few classes then dropped. When discussing this with the department head and requesting a refund the response amounted to "too bad" and no refund. I felt this was a responsibility of the College to see that what you asked for you got and if your advisors misdirected me (us) then the refund should have been granted.
-I have only taken courses on a part time basis for continuing my education. Those have been very infrequent, but I am glad that the community has Harper as a resource.
-The reason I dropped my last course was because I highly disliked my teacher for his lack of interest in educating his students. Therefore, I lost interest in the course and him. I was very disappointed. I felt as though he was only interested in his paycheck and did not really care about the students.

-I only attended Harper for one session, one class. I will return some time in the future for my degree.
-I am only a Continuing Education student and I use the community counseling center. I feel that I am not qualified to answer most of these questions.
-Other than my adverse experience with lack of good (or follow-up) counseling, I have found Harper to be of superior quality. The instructors as a whole are unmatched for top performance in their job. Security is good - I never felt afraid to use the parking lot after dark.

COMMENTS FROM HISPANIC POPULATION SURVEYED

-I am very happy to know about Harper College. I would like to give my thanks to the Women's Program because this project paid for the tuition of my courses, (ESL). Again, thank you very much and I like Harper College very much. Marcia Howes is a nice advisor at Harper - she had helped me very much. Thanks to her, I have resolved many problems.
-Newsletters, etc., always arrive VERY late. One class drop policy should be made very clear at time enrolled. I say this in light of a recent experience which cost me $110 because I was not aware that refunds were not given the whole first week of the summer session. I did not ever attend the class. There is a need for more communications!
-Install more clocks in the library. Clean desk or tables in library, pencil marks. Clean snow on the ground completely instead of a small lane.
-Harper College is a good college to be in - it is the best place for education in Illinois.
-It has been a second home for me for the last few years and I have grown very fond of it. At times I wished the teachers would care more to give us students our money and time's worth. We waste too much of these two elements. There are several teachers who care and are capable of teaching.
-The layout is great for spring, summer and fall but NOT winter. I am a part time student, after work.
-Three times I went to see a counselor. I told them I was not sure of a career choice and I was NEVER told of a Career Exploration Programs you refer to on #18 and #20 of this survey. In fact, one of the counselors I talked to was more interested in the conversation going on with the next counselor than in our conversation. It was very discouraging.
-Good class times.

COMMENTS FROM BLACK POPULATION SURVEYED

-Harper College could be an extremely beneficial college as it offers an array of classes and the curriculum is extremely great, but the instructor in the Math lab did destroy all hopes I had in conquering Math by her extremely bad attitude and unwillingness to communicate with me in an intelligent manner. I am a person trying to return to the school system in which the move to do so took a great deal of confidence building over the

last several years, only to have it torn down by someone alleged to be intelligent. Also, the Financial Aid Office truly proved to be of no help to me at all. They seem more out to pass judgment on ones character to determine what moneys you receive and do not, rather than true need.
-I have only taken two classes at Harper. Maybe next year I will be able to answer or use more of Harper's facilities.
-The effort to make classes available to people in the city is greatly appreciated. I would just like to see them continue.
-I have not been a full time student at Harper, therefore, I am not familiar with the financial assistance program and was unable to comment on it.
-Harper has some friendly and charming instructors. The tutoring center helps a lot. Harper's library is good but lacks some very important books for the Engineering Club where students could perform their private experiments. Harper students should be encouraged to explore their dreams. Harper is a college I would recommend to a friend.
-The registration process is quick and convenient.
-Divorced women and housewives need much assistance like babysitting services and financial assistance. Their services were available if you live in the area, not for women like me who drive from Chicago.
-Very good school.
-I think there should be more programs for evening students. I am very athletic and would love to see or be involved in basketball or track for women. I work during the day and I think that it is unfair that the activities are not designed for all students at Harper.
-I attended Harper for a GED and I received it. I also attended for Accounting and Psychology but was not able to continue because of money I would have to spend for day care - $400 a month and not working, the arrangement would not work. In February I hope to attend Arlington Heights Academy through Harper. Hopefully, it will work out for me because he will be older, but thanks for your time and questionnaire.

COMMENTS FROM ASIAN POPULATION SURVEYED

-I have taken both day classes and evening classes in the past and my experiences have been very difficult in terms of quality of education and teachers between the two times. Day classes are more challenging and the teachers seem better prepared for the class.
-Make two different hours on two different days to show films to everyone so that in case a person did not get to see it on the day, could see it the other day.
-Consistency of computer lab equipment for example, very difficult for a student enrolled in two or more computer classes where one course uses IBM equipment and the other course requires use of Apple II equipment.
-Books are too expensive.
-Staff at your Health Department was real pleasant and helpful when it was time for me to get a medical permit due to the com-

plicated pregnancy.
-When I took the college assessment test at Harper, I noticed the rust all over the door of building E. I hope the college will fix all doors like that inside the campus.
-I like Harper College but I don't intend to study again since I have finished college in Poland and I am so busy and too old to study again.
-The parking lots are too far from any buildings.
-If we can get more faculty for extra help, that will be good for students.
-I am a part time student, so I can only tell you a little through my experience. I appreciated ESL very much, and I am enjoying an Art course.
-I think the teaching staff in the Business Department should be commended for their creative teaching manners. I learned more at Harper than I did at the four year university I attended.
-Everything was fine.
-Advising should be more thorough with emphasis on student's career goals and correct load of courses.
-Is there any way we can make the library hours longer? And use a whole building instead of just a little portion of the campus.

A P P E N D I X

William Rainey Harper College
Algonquin and Roselle Roads
Palatine, Illinois 60067
312-397-3000

Spring 1987

Dear Harper Student:

In order for Harper College to effectively evaluate itself as to the degree it is meeting student needs, it is essential to obtain student feedback. To that end, we are asking you and a small sample of other students to describe the extent you are satisfied or dissatisfied with various aspects of Harper.

Any information you supply will be kept confidential among appropriate College administrators. The number in the right-hand corner of the survey enables us to remove your name from the mailing list when your completed response is received. This saves us the cost of a second mailing and you the bother of receiving that mailing in addition to a follow-up telephone call.

If you would complete the enclosed questionnaire and return it in the envelope provided for your convenience, it would be greatly appreciated. Your opinion is important and is very important for Harper to use in its planning process.

Thank you for your assistance and prompt response to this survey.

Very truly yours,

John A. Lucas

John A. Lucas, Director
Planning and
Institutional Research

jc
Enclosure

* _____
* This number identifies you
* and when we receive your
* completed survey enables us
* to remove your name from
* the mailing list so you
* will not be bothered with
* our second mailing of this
* survey or a follow-up phone
* call. Thank you for your
* prompt response.
* * * * * * * * * * * * * * * *

SURVEY OF STUDENT SATISFACTION WITH HARPER COLLEGE

1- How certain are you of your career choice? Check (✓) one.

_____ A. Very certain
_____ B. Certain
_____ C. Fairly certain
_____ D. Have a vague idea
_____ E. Uncertain

2- If you were to start college over again, how likely would you be to come to Harper College? Check (✓) one.

_____ A. Definitely would select Harper College again.
_____ B. Probably would select Harper College again.
_____ C. Unsure
_____ D. Probably would not select Harper College again.
_____ E. Definitely would not select Harper College again.

3- How would you judge the availability of financial assistance at Harper? Check (✓) one.

_____ A. It is a definite weakness
_____ B. It is more of a weakness than a strength
_____ C. It is neither a strength nor a weakness
_____ D. It is more of a strength than a weakness
_____ E. It is a definite strength

4- How satisfied are you with your grades at Harper College? Check (✓) one.

_____ A. Very satisfied
_____ B. Satisfied
_____ C. Neutral
_____ D. Dissatisfied
_____ E. Very dissatisfied

Indicate whether you AGREE or DISAGREE with the following statements about Harper College. Check (✓) one column for each statement.

	Strongly Agree	Agree	No Opinion	Disagree	Strongly Disagree
5- An easy place to make friends	_____	_____	_____	_____	_____
6- A comfortable place to study	_____	_____	_____	_____	_____
7- A good resource for your personal counseling needs	_____	_____	_____	_____	_____
8- A good resource for finding answers to your questions about academic majors or programs of study	_____	_____	_____	_____	_____

	Strongly Agree	Agree	No Opinion	Disagree	Strongly Disagree
9- A place where you can meet people similar to you	____	____	____	____	____
10- The right choice for you	____	____	____	____	____
11- A place with a friendly/helpful faculty and staff	____	____	____	____	____
12- A College that offers a wide variety of academic programs which meet your needs	____	____	____	____	____

	(✓) Check One Column For Each Service Frequency of Use			(✓) Check One Column If Service Used How Beneficial Service Was			
Academic Support Service	At Least Once Per Week	Several Times During Semester	Never	Very Beneficial	Beneficial	Of Some Help	Of No Help
13- Tutoring Services	____	____	____	____	____	____	____
14- Library	____	____	____	____	____	____	____
15- Faculty Office Hours	____	____	____	____	____	____	____
16- Academic Advising (Other than at Registration	____	____	____	____	____	____	____

	Enrolled In Course or Used Service	Did Not Enroll In Course or Did Not Use Service				
17- Study Skills - PSY/106	____	____	____	____	____	____
18- Career Exploration Course or Workshop	____	____	____	____	____	____
19- Career Advising - Student Development Staff	____	____	____	____	____	____
20- Career Exploration - Discover on Micro-Computer	____	____	____	____	____	____
21- Orientation Program	____	____	____	____	____	____
22- Pre-Enrollment Assessment/Testing	____	____	____	____	____	____

Please indicate below which non-classroom activities you have participated in, if any, and if you have participated, how frequently and how satisfactory was the activity.

	Check (✓) one Column for Each Activity			Check (✓) one Column if Participated			
				How Satisfactory the Activity Was			
	At Least Once Per Week	Several Times During Semester	Never	Very Satisfactory	Satisfactory	Neutral	Unsatisfactory
23- College Clubs or Organizations	____	____	____	____	____	____	____
24- Activity Events, Concerts, Shows, Etc.	____	____	____	____	____	____	____
25- Informal hours in Student Center	____	____	____	____	____	____	____
26- Intramural Sports or Use of Building M	____	____	____	____	____	____	____
27- Intercollegiate Athletics	____	____	____	____	____	____	____

28- Would you recommend Harper College to your friends? Check (✓) one.

_____ A. YES

_____ B. NO

29- What do you like most about Harper College?_____

_____

_____

30- What would you like to see improved or changed about Harper College?_____

_____

_____

31- Make any other comments you would like to about Harper College_____

_____

_____

_____

_____

_____

_____

_____

THANK YOU!

SURVEY OF STUDENT SATISFACTION

WITH HARPER COLLEGE

* _____
* This number identifies you
* and when we receive your
* completed survey enables us
* to remove your name from
* the mailing list so you
* will not be bothered with
* our second mailing of this
* survey or a follow-up phone
* call. Thank you for your
* prompt response.
* * * * * * * * * * * * * * * *

1- How certain are you of your career choice? Check (✓) one.

_____ A. Very certain
_____ B. Certain
_____ C. Fairly certain
_____ D. Have a vague idea
_____ E. Uncertain

2- If you were to start college over again, how likely would you be to come to Harper College? Check (✓) one.

_____ A. Definitely would select Harper College again.
_____ B. Probably would select Harper College again.
_____ C. Unsure
_____ D. Probably would not select Harper College again.
_____ E. Definitely would not select Harper College again.

3- How would you judge the availability of financial assistance at Harper? Check (✓) one.

_____ A. It is a definite weakness
_____ B. It is more of a weakness than a strength
_____ C. It is neither a strength nor a weakness
_____ D. It is more of a strength than a weakness
_____ E. It is a definite strength

4- How satisfied are you with your grades at Harper College? Check (✓) one.

_____ A. Very satisfied
_____ B. Satisfied
_____ C. Neutral
_____ D. Dissatisfied
_____ E. Very dissatisfied

Indicate whether you AGREE or DISAGREE with the following statements about Harper College. Check (✓) one column for each statement.

	Strongly Agree	Agree	No Opinion	Disagree	Strongly Disagree
5- An easy place to make friends	_____	_____	_____	_____	_____
6- A comfortable place to study	_____	_____	_____	_____	_____
7- A good resource for your personal counseling needs	_____	_____	_____	_____	_____
8- A good resource for finding answers to your questions about academic majors or programs of study	_____	_____	_____	_____	_____

	Strongly Agree	Agree	No Opinion	Disagree	Strongly Disagree
9- A place where you can meet people similar to you	_____	_____	_____	_____	_____
10- The right choice for you	_____	_____	_____	_____	_____
11- A place with a friendly/helpful faculty and staff	_____	_____	_____	_____	_____
12- A College that offers a wide variety of academic programs which meet your needs	_____	_____	_____	_____	_____

28- Would you recommend Harper College to your friends? Check (✓) one.

_____ A. YES

_____ B. NO

29- What do you like most about Harper College?_____

_____

_____

30- What would you like to see improved or changed about Harper College?_____

_____

_____

OPERATIONAL STAFF:

Linda Pones — Secretarial
Linda Goers, Rebecca Beach — Mailing
Tabulation, Telephoning

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